

Ontario Lottery and Gaming Corporation
Directory of Records

2019

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Risk and Audit

General Records

Audit and Risk Management Committee Submissions
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 Audit and Consulting Records
 Agendas, Minutes and Meeting Materials
 Integrity Matters Reports and Documentation
 Schedules, Timesheets and Related Reports
 Business Continuity Plans
 Crisis Manager Quick Reference Guide
 Risk Assessments
 Insurance Applications
 Insurance Records
 Insurance Policies
 Pandemic Contingency Plans
 Policy and Procedures
 Process Documentation

Manuals

Audit Services Manual

Personal Information Bank

Personal Information Bank Title:	Crisis Management Procedures and Reference Guide
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Contact Crisis Management Team Members in the event of a crisis
Users:	Crisis Management Team
Individuals in Bank:	Crisis Management Team
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or cancelled

Personal Information Bank Title:	Business Continuity Plans
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Maintain business continuity during disaster
Users:	Team Leads in each area with a Business Continuity Plan, Divisional Business Continuity Coordinators and Risk Management
Individuals in Bank:	Team Leads and their alternates in areas with business continuity plans
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or obsolete

Personal Information Bank Title:	Insurance Claim files
Legal Authority to collect:	Ontario Lottery and Gaming Act Insurance Act RSO 1990
Information Maintained:	Claims management documentation
Uses:	Claims management administration
Users:	OLG Insurance Analysts
Individuals in Bank:	Claimants
Retention & Disposal Period:	EVT + CCY + 15 EVT = claim concluded or decision made not to pursue claim

Personal Information Bank Title:	Pandemic Contingency Plans
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Maintain business continuity during pandemic
Users:	Team Leads and their alternates
Individuals in Bank:	Team Leads and their alternates
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or obsolete

Board of Directors

General Records

Agendas, Minutes and Meeting Materials
 Directors' Register and Files
 Administrative Files
 Chair's Correspondence
 Chair's Briefing Materials
 Chair's Reports
 Correspondence

Personal Information Bank

Personal Information Bank Title:	Directors' Register and Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data relating to individual Director's appointment, personal data
Uses:	Corporate Secretariat
Users:	Corporate Secretariat
Individuals in Bank:	Members of Board of Directors
Retention & Disposal Period:	EVENT + CFY + 5 EVENT = Termination of Corporation

Charitable Gaming

Common Records

Correspondence

General Records

Meeting Agendas & Minutes

Policies & Procedures

Briefing Notes

Correspondence

Project files

Game Technical and Testing Documentation

Marketing/Public Relations Records

Issue/Risk Management Reports

Rules and Regulations

Financial Records

AGCO Records

Compliance Reports

Facility Records

Access and Key Logs

Marketing Content and Usage Guidelines

Game Guides

Game and Centre Deployment & Refresh on Games

Process Maps

Manuals

Marketing Toolbox User Guide

Toolbox Training Reference Guide

Ready Set Go Manual

Product Manuals

Personal Information Bank

Personal Information Bank Title:	Charitable Gaming Self-Exclusion Program
Legal Authority to collect:	Personal information contained on the forms and facial images are collected and retained pursuant to the Ontario Lottery and Gaming Corporation Act, 1999 (Ontario) as well as Gaming Control Act, 1992 (Ontario).
Information Maintained:	Registered individuals, Breaches, Reinstatements (Requests from individuals, Responses from OLG, Signed Reinstatement document)
Uses:	To provide a program for individuals to self-exclude from Charitable Gaming Centres: registration, monitoring at the CGC, breach penalties for re-entry and the ability to not award prize if a self-excluded individual enters a centre and wins a prize greater than \$1000, the ability for individuals to request to be removed from the self-exclusion list based on meeting set criteria
Users:	Charitable Gaming Self-Exclusion Coordinators, Business Relationship Managers, OLG Support Centre for Dis-entitlement, Charitable Gaming Centre Managers and monitoring employee
Individuals in Bank:	Individuals at all stages of the self-exclusion process
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Last re-instatement

Corporate Affairs

Communications Plans
 Public Business Plan
 Community Benefit Summaries
 Salary Disclosure (annual)
 Corporate Affairs Email Record (EDRM)
 Fact Sheets
 FLS – Policy and Translation Protocol
 Reports to Government
 Operational Plans
 Complaint Responses
 Issue Notes
 Key Messages & Questions and Answers
 Media Contact Reports
 Ministerial Statutory Approval Memos
 News Releases (Winners and Corporate)
 OLG Annual Report
 Responsible Gaming Reports and Research
 Corporate Return on Marketing Investment Results and Recommendations
 Corporate Market Tracking Reports
 Corporate Research Records
 Marketing, Reputation Tracking and Performance Reports
 Planning and Strategy Records
 Corporate Sponsorship Records
 Campaign Records
 Digital Marketing and Social Media Records

Transactional Records

English and French market-ready public-facing materials

Personal Information Bank

Personal Information Bank Title:	Corporate Sponsorship Database (Olson Manages and Hosts Database)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Sponsored organization/event name and contact information, event information, dollar amount of sponsorship, action items regarding sponsorship
Uses:	Sponsorship Program management
Users:	Community Relations, Lotto Marketing, Corporate Marketing, Communications & Media Relations
Individuals in Bank:	Sponsorship applicants (External parties)
Retention & Disposal Period:	EVT+CCY+5 EVENT = Termination of Sponsorship

Personal Information Bank

Personal Information Bank Title:	Campaign Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Talent and extras name and signatures
Uses:	Campaign management
Users:	Third party vendors (marketing/advertising/creative agencies)
Individuals in Bank:	Talent and extras in commercial advertising
Retention & Disposal Period:	EVENT + 10 years EVENT = Life of brand

Enterprise Strategy & Analytics

General Records

Lottery Data Analytics
Team Meeting Agendas
Contracts/SOWS
Policies and Procedures
Project documents
Market Research Presentations
Executive Committee/Board of Directors Presentations

Finance

Description: Finance and Administration is responsible for providing acquisitions, financial, payroll and office administration services and governance of same to the Corporation.

Common Records

Identipass Records

General Records

Accounting, Financial Records and Related Records

Asset Disposal Records

Audited Financial Statements and Related Records

AGCO Registered Vendor Records and related records

AGCO NGRS Due Diligence Assessments

Analytical Models

Audit and Risk Management Committee Reports

Board Notes

Budget and Forecast Reports and Related Records

Contracts

Capital Asset Transfers/ Disposals

Committee Agendas, Minutes and Meeting Materials

Corporate Travel Related Reports

Corporate Fleet Related Reports

Customer (Ad Hoc) Invoices

Financial Analyses

Financial Reports and Related Records

Letters/Memos of Direction

Mail Services and Courier Information

Policy Documentation and Related Analysis

Policy and Procedures

Process Documentation

Procurement Records (competitive and non-competitive)

Record Retention Schedules

Records Management Inventory

Self-Exclusion/Reinstatement Records

Tax Returns and Related Records

Valuation Reports

Vendor Contractor Health and Safety Records

Vendor Invoices and Related Records

Vendor Payment Information and Related Reports

Personal Information Banks

Personal Information Bank Title:	Expense report, travel profiles and supporting documentation
Legal Authority to collect:	<i>Public Sector Expenses Review Act, 2010</i>
Information Maintained:	Employee/Appointees name, position/titles, home address, emergency contact information, personal credit card information
Uses:	For travel reservations, publishing of travel expenses to OLG.ca as part of public disclosure
Users:	Finance, Corporate Communications, Public
Individuals in Bank:	Executives, Appointees, and Top 5 Claimants and Employees
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Fleet vehicle records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	List of vehicle assignments, driver abstracts, employee name, address
Uses:	For fleet vehicle management purposes
Users:	Ancillary Services
Individuals in Bank:	Employees with OLG-issued fleet vehicles
Retention and Disposal Period	EVENT+ CFY + 7 EVENT = Disposed of or returned to lessor

Personal Information Bank Title:	407 Transponder Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	List of hardware, user's name, budget code and home address.
Uses:	407 bill reconciliations
Users:	Ancillary Services and Information Technology Services staff
Individuals in Bank:	Employees with OLG-issued 407 transponders
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of

Personal Information Bank Title:	Visitor Log
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name and signature of visitor, card issued information about their visit.
Uses:	Track building visitors
Users:	Security staff and Ancillary Services
Individuals in Bank:	Visitors
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = final log entry or report completion

Personal Information Bank Title:	iTrak Incident Management System
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	<p>Incident reports (Including: Alarms, Threats, Power failures and other reportable information)</p> <p>Daily activity logs of security personnel (Including: Patrol function, vendor escorts, and daily duties)</p>
Uses:	To record and track security activities and occurrences.
Users:	Corporate Security Services
Individuals in Bank:	Employees and visitors related to an incident or call of service.
Retention & Disposal Period:	Event = CCY + 7

Personal Information Bank Title:	Emergency Medical Services Database
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	<p>Records such as Emergency Medical Responder (EMR) call reports; medical incident security reports; medical incident statements; patient confidential AED (ECG) medical data.</p> <p>Records relating to the program administration of the Emergency Medical Responder (EMR) services.</p>
Uses:	<p>Documentation of emergency medical treatment provided by specially trained Emergency Medical Responder (EMR) staff to patrons.</p> <p>Documentation of medical equipment checklists; correspondence with the contracted medical staff.</p>
Users:	Corporate Security Services
Individuals in Bank:	<p>Includes employees and guests</p> <p>Security Employees</p>
Retention & Disposal Period:	<p>CCY + 30. Event = last EMR treatment of an individual patient</p> <p>CCY + 7</p>

Personal Information Bank Title:	Avigilon Control Center
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	Video recordings relating to routine activities within OLG space.
Uses:	Constant recording of activities within the Corporate setting including entry and exit points, sensitive areas, and exterior views.
Users:	Corporate Security Services
Individuals in Bank:	Any individual that attends a Corporate Location
Retention & Disposal Period:	AGCO standards dictate retention. Additionally, certain areas of sensitivity may have extended retention periods as requested through the BU.

Gaming/Land Based Gaming

Description: The Gaming Division is responsible for the operation and management of First Nations casinos, Slots at Racetracks facilities, OLG Casinos and the oversight of Resort Casinos in Ontario. Operations of these facilities are in the process of being turned over to private operators. The area that oversees the new service providers is named Land Based Gaming. As we transition, the service providers may have ownership of the records with the exception of the customer data.

General Records

Access Control System and Database Advertising
Audit reports
AGCO Proposals
Age verification System (AIDD)
Apttus Contract Lifecycle Management System
Business Continuity Plans
Business Planning and Operational Reports
Complementary Items/Services Records (Comp 2000)
Contracts
Contract Amendments and Waivers
Contract oversight records
Correspondence
Customer Attestation Forms
Customer Dispute Forms
Customer Service Records
Customer Service System
Project Files
Employee Information Database (contact information, work records, attendance)
EMR Reports
EMR Statistics Report
Facility Maintenance Files
Field Services Operations Projects
Field Services Refresh Projects
Field Services Decommissioning Projects
FRN meeting minutes
Product Development Monthly Operating Reports
Supply Chain Operational Reports
Gaming Site Drawings
Governance Meeting Records
Governance Charters
Group Sales Contracts and Bookings
Held Jackpot Forms
Issue Management records
Lost and Found Records
Marketing Meeting Minutes and Materials
Marketing Promotions System
Off-site Self Exclusion Appointment Database
OLG Patron Photo Identification Database
OLG/Responsible Gambling Council Meeting Minutes Project Files

OSIC (Ontario Slot Initiative Committee) Meeting records
Patron Information Repository
Photo release forms
Player Rating Cards
Prize Disentitlement Form
Promotions
Provincial Table Games Meeting records
Research
Security Incident Notification Database
Security Meeting Materials
Security Officer Notebooks
Security Reports
Service Provider Plans and Proposals
Site Audit Reports
Site Trespass Committee Report
Site Visitor Logs and Sensitive Access Requests
Slot Files Refresh + Redeployed Games
Surveillance Equipment Records
Surveillance Records
Table Games Management System
Web Participant Records

Manuals

Common Area Maintenance (CAM) and Capital Renewal Manual
Facility Design Standards Manual
Facility Maintenance Standards Manual
Front Service Standards Manual
Gaming Control Activity Matrix
Gaming Facilities Manuals – Design Criteria
Patron Information Repository Manual
Gaming Manual - General
Procedures Manual – Slots
Procedures Manual – Cage
Procedures Manual – Site
Procedures Manual – Site Audit
Procedures Manual – Food and Beverage
Procedures Manual – Security
Procedures Manual – Surveillance
Procedures Manual – Table Games
Table Games – Rules of Play

Personal Information Banks

As sites transitioned, Land Based Service Providers maintain the personal information banks and OLG owns the data.

Personal Information Bank Title:	Customer Service Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Customer service issues, name and contact information
Uses:	Customer service and follow up
Users:	Site management staff
Individuals in Bank:	Patrons with customer service issues
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Inquiry or complaint concluded

Personal Information Bank Title:	Self-Exclusion/ Reinstatement Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information of patron enrolled in self exclusion program
Uses:	Records of patrons enrolled in voluntary Self Exclusion program
Users:	Security, Surveillance and Cage staff
Individuals in Bank:	Individuals enrolled in Self Exclusion program
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = last reinstatement

Personal Information Bank Title:	Table Games Management System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Patron name and table games play information
Uses:	Record table game play for the purposes of assessing eligibility for complimentary items or services
Users:	Table games staff
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = Membership withdrawn or qualifying period of inactivity as per policy achieved

Personal Information Bank Title:	Web Participant Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts and contest fulfillment
Users:	Advertising and Promotions teams
Individuals in Bank:	Participants in web contests
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT =Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Web Participant Records (Ncentive)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts, contest fulfillment and manages unsubscribe
Users:	Gaming Marketing, Customer Experience and OLG Support Center
Individuals in Bank:	Participants in web contests, Winner Circle Rewards members and Player Plus members
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Web Participant Records (Prospect Database)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts on upcoming promotions, special offers and promoting WCR membership enrollment
Users:	Gaming Marketing
Individuals in Bank:	Participants in web contests, potential new WCR members
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = ended December 12, 2017 Transferred (from SplashDot) to OLG as a CSV file through our secure FTP site, which was approved by IT and Privacy.

Personal Information Bank Title:	Patron Information Repository (CIN)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, and patron status details
Uses:	Real time notification of patron on gaming floor through PIR. Notification of top patron + birthday, new tier level achieved, jackpot won, high potential
Users:	Gaming site staff and Gaming Marketing
Individuals in Bank:	Members of Winner Circle Rewards loyalty program
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn, or continuous period of inactivity achieved

Gaming/Land Based Gaming

Personal Information Bank Title:	Patron Information Repository (PIX)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, and patron status details
Uses:	Host tool to manage leads on high potential players, manage declining players and analysis host events
Users:	Gaming site staff and Gaming Marketing
Individuals in Bank:	Members of Winner Circle Rewards loyalty program
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Patron Information Repository
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, patron status details and remarks
Uses:	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. cash back)
Users:	Gaming site staff, Gaming Marketing, OLG Support Centre, Corporate users, Information Technology and Service Providers (until GMS transition is achieved and PIR terminals removed from Service Provider site)
Individuals in Bank:	Members of Winners Circle Rewards loyalty program.
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Marketing Promotions System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member information and promotion redemption data.
Uses:	To issue redemptions to qualified members and report on promotions
Users:	Gaming Marketing, Site marketing, Information Technology, Business Planning and Operations, Audit, and Service Providers (until GMS Transition is achieved and PIR terminals removed from Service Provider site)
Individuals in Bank:	Members eligible for and/ or redeeming promotions
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Customer Service System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Customer name, contact information, complaint information and comment card information
Uses:	Track comments and complaints
Users:	Customer Experience, Supervisors and above
Individuals in Bank:	Patrons making comments or complaints
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Inquiry or complaint concluded.

Personal Information Bank Title:	OLG Patron Photo Identification Database (Program has ended)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Applicant and Guarantor name and contact information.
Uses:	Processing and issuing OLG Patron Photo Identification Card
Users:	Customer Relationship Management, Gaming
Individuals in Bank:	Patrons with cards, pending applicants and their guarantor
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Subscription ended

Personal Information Bank Title:	Casino Marketplace (CMP)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, patron status details and remarks
Uses:	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. promo dollars)
Users:	Gaming site staff, Customer Relationship Management. OLG Support Centre, Corporate users, Information Technology
Individuals in Bank:	Members of Player Plus loyalty program.
Retention and Disposal Period:	EVENT + CFY + 7 EVENT = Membership withdrawn or qualifying period of inactivity as per policy achieved.

Personal Information Bank Title:	Security Reports
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of incident, personal information of patrons involved and witness statements.
Uses:	Report on incidents that security was involved in
Users:	Security and Surveillance staff
Individuals in Bank:	Individuals involved in incident or witnessing incident.
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = Investigation terminated

Personal Information Bank Title:	Surveillance Reports
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name and contact information of patrons
Uses:	Monitor gaming sites for security purposes
Users:	Surveillance staff
Individuals in Bank:	Gaming patrons
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = final log entry or report completion

Horse Racing

General Records

Briefing Notes
 Contracts
 Correspondence
 Marketing Graphics, Images & Video Design Products
 Marketing Reports/Research
 Meeting Agendas & Minutes
 Policies and Procedures
 Process Documentation
 PSSDA's
 Strategy, Policy and Economic Analysis & Business Analysis

Public Records

Administration Agreement
 Ontario Horse Racing Industry Performance Results

Personal Information Banks

Personal Information Bank Title:	Prize Winners Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	The winner's name, address, email address, phone number and date of birth.
Uses:	Verification that prizes were awarded and distributed to the correct person.
Users:	OLG Product Development and Marketing & Contest Facilitator
Individuals in Bank:	Contest Winners from the Triple Crown and in the Money Multiplier lottery ticket
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Subscription ended

Human Resources

General Records

Labour Relations Files
 Grievance and Arbitration Files
 Payroll for Employees and Board of Directors
 Collective Agreements

Public Records

Public Sector Salary Disclosure

Personal Information Banks

Personal Information Bank Title:	Board of Directors, Employees Payroll Information
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Employee/Appointee names, addresses, positions/titles
Uses:	Payroll and T4 issuance
Users:	Finance and Human Resources
Individuals in Bank:	Employees and appointees
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Human Resources Information System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Employee personal data (age, SIN, marital status, dependent information, address, telephone number, banking information, Court Orders, CRA Tax Levies), job data, training, benefit plans, pension plan, grievance tracking and injury or illness data
Uses:	To complete business transactions for employees
Users:	Human Resources, Finance/Payroll, Department Representatives (limited to leave plan information only)
Individuals in Bank:	Employees, Dependents/ Beneficiaries
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = Employment terminated

Personal Information Bank Title:	Human Resources Talent Management System (CornerStone)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Candidate personal data (resumes, address, telephone number), employee resumes, employee training records, employee succession records, employee performance records.
Uses:	To support employee development programs, support employment planning, and support recruiting processes
Users:	Human Resources, Managers, (limited access to manage reporting employee files), All employees (limited access to manage own file)
Individuals in Bank:	Employees, Candidates
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

Personal Information Bank Title:	Employee Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Employee personal data (age, marital status, dependent information, address, telephone number, banking information, TD1), job data, training, benefit and pension plan enrollment documents, resume, reference checks, security screening results, general employee correspondence, performance reviews and correspondence.
Uses:	To maintain current employee data for business-related purposes
Users:	Human Resources
Individuals in Bank:	Employees, Dependents/ Beneficiaries
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated

Personal Information Bank Title:	Workplace Safety and Insurance Board (WSIB) Files
Legal Authority to collect:	<i>Workplace Safety and Insurance Act, 1997; Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employer forms, correspondence between WSIB and Human Resources, may have medical information obtained through Workplace Safety and Insurance Board
Uses:	Claims administration
Users:	Human Resources
Individuals in Bank:	Employees making WSIB claim
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated

Personal Information Bank Title:	Legal and Investigation Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Investigation Reports and Documentation (may contain employee name, witness name, complainant and respondent's statements, witness statements, findings of facts and recommendations). Investigation types include: Ministry of Labour Complaints, Human Rights Claims, Workplace Violence & Workplace Harassment investigations under OHSA and Statements of Claim
Uses:	To determine whether human rights violation has occurred and appropriate discipline.
Users:	Human Resources Investigator, Department Manager, Executive Director, Human Resources
Individuals in Bank:	Employees making Human Rights complaint and third parties involved in matter
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = complaint resolved or dropped

Personal Information Bank Title:	Competition files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Posting, staffing requisition, resume, interview questions, notes and test results, associated tracking sheet, candidates' correspondence
Uses:	Recruitment
Users:	Human Resources
Individuals in Bank:	Applicants
Retention & Disposal Period:	Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

Personal Information Bank Title:	Short Term/ Long Term Disability Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employee information such as employee number, name and contact information; Correspondence with third party service provider.
Uses:	Claims administration
Users:	Human Resources
Individuals in Bank:	Employees using short term/long term disability benefits
Retention & Disposal Period:	CFY + 5

Personal Information Bank Title:	Attendance Management Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employee name, employee identification number, job data, attendance information
Uses:	Automated leave approval
Users:	Employees (own record), Human Resources, Payroll
Individuals in Bank:	Employees involved in the pilot of Attendance Management Database
Retention & Disposal Period:	CCY + 3

Personal Information Bank Title:	Labour Relations Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Original signed documents, other labour relations records, Memorandums of Settlements
Uses:	Grievance and Arbitration Hearings, legal proceedings
Users:	Human Resources, Labour Relations
Individuals in Bank:	Employees
Retention & Disposal Period:	EVENT + CCY + 21 EVENT = relationship with Union ended and all grievances closed

Personal Information Bank Title:	Grievance and Arbitration files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Grievance form (employee id, name, specifics of grievance) and supporting documentation
Uses:	Respond to arbitration and hearings
Users:	Human Resources, Labour Relations
Individuals in Bank:	Employees filing grievances, third parties involved in matter
Retention & Disposal Period:	EVENT + CCY + 6 EVENT = administrative actions completed

Public Record

Public Record Title:	Public Sector Salary Disclosure File
Legal Authority to collect:	<i>Public Sector Salary Disclosure Act, 1996</i>
Purpose:	To comply with <i>Public Sector Salary Disclosure Act</i>
Information Maintained:	Employees' name, title, earnings and taxable benefits.
Retrievability:	Information published annually on www.fin.gov.on.ca and in media section of www.OLG.ca
Access Procedure:	Information published annually on www.fin.gov.on.ca and in media section of www.OLG.ca
Retention & Disposal Period:	EVENT + CFY + 3 EVENT = Termination of Corporation

iGaming

General Records

Marketing records
Administrative records
Research
Meeting Minutes
Contract Management records
Investigative records

Manuals

Anti-Fraud Playbook
 Assurance Playbook
 Product Management Playbook
 Operations Playbook
 Player Support Playbook
 Release Management Playbook
 Research Playbook
Marketing: Retention and CRM Playbook
Marketing: Acquisition
Marketing: Customer Experience

Personal Information Bank

Personal Information Bank Title:	Gaming Management System (GMS) <i>GMS owned and operated by Service Provider. Data owned by OLG.</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to iGaming Customers including name, DOB, banking, contact information and details regarding customer interactions. Customer Information related to Responsible Gambling Bonus/Rewards/Promotions, and Transactions including enquiries, email communication from iGaming, complaints and offences
Uses:	Maintenance of Player information Bonus, Rewards Eligibility
Users:	Customer Retention Marketing iGaming Finance Data Analytics iGaming Anti-Fraud Service Provider - IGT
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = membership withdrawn or qualifying period of inactivity as per policy achieved

Personal Information Bank Title:	iGaming Anti-Fraud (Share Point)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details related to iGaming Player
Uses:	iGaming related investigation files
Users:	OLG iGaming Anti-Fraud
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = investigation completed or claimant decision made not to pursue

Personal Information Bank Title:	Prize Winners/Promotions/Bonus/Rewards
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data is maintained in a network folder and the information includes: Player Identification Number (PID#) Reports Bonus/Promotions/Rewards/Winners Information
Uses:	Public accountability
Users:	Customer Retention Marketing
Individuals in Bank	Players who were eligible for promotions, rewards or have claimed a prize
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	iGaming Marketing Approvals
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data is maintained in a database for approvals for draw results, campaigns and promotional related materials (i.e. T&Cs)
Uses:	Public accountability
Users:	Customer Retention Marketing Acquisition Marketing
Individuals in Bank	Players information who are winners for a promotional draw
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Email Communication <i>Owned and maintained by Service Provider. OLG owns the data</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	iGaming Player Email Communication
Uses:	e-mail communication with iGaming Players
Users:	Customer Retention Marketing Service Provider - IGT
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

Personal Information Bank Title:	Case Management <i>Owned and operated by Service Provider. OLG owns the data</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Case Management records
Uses:	Case Management
Users:	IGT Support, IGT Fraud and Security OLG Support, iGaming Support, Player Protection, CRM
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVT + CCY + 3 EVT = from the time the inquiry/complaint was concluded

Information Technology

Description: The Information Technology division manages, plans, develops and supports information technology resources at Ontario Lottery and Gaming. These resources include a retail network, ticket redemption machines at gaming sites, eBingo machines, OLG.ca and two data centres.

General Records

Architecture and Emerging Technology Research Briefs
 Architecture and Emerging Technology Standards Records
 Corporate Services Process Documentation Records
 Enterprise Application Strategies and Roadmaps
 Gaming Projects Product Documents
 Gaming IT Weekly Updates
 Gaming System Application Documentation
 Gaming Service Incident Reports
 Lottery Systems Documentation
 Project Documents
 Senior Team Meeting Minutes and Materials
 System Change Records

Personal Information Bank Title:	Cellular/ Blackberry Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	List of hardware, user's name, budget code and home address.
Uses:	For cell phone
Users:	Information Technology Services staff
Individuals in Bank:	Employees with OLG-issued cell phones
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of

Legal Services

Description: The Legal division provides legal services and legal advice on a wide range of corporate and business issues and litigation management to the Ontario Lottery and Gaming Corporation.

General Records

AODA records and reports

Case Management System - Investigations

Contracts

Correspondence

Freedom of Information and Protection of Privacy Act Requests

Forensic Audit Reports

Investigation Files

Legal Opinions

Litigation Files/Reports

Privacy Impact Assessments

Privacy Complaints

Prize Claims Investigative Files

Purchase Orders and Related Records

Procurement Related Reports

Regulatory Audit Reports

Regulatory Compliance records for business OLG Conducts and manages

Regulatory Compliance Policies, Procedures and training materials

Regulatory Compliance Reports

Records of Regulatory Actions

Compliance Monitoring Records and Issues documentation.

Personal Information Banks

Personal Information Bank Title:	Legislative and Regulatory Compliance Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of incidents and involved patrons and/or employees
Uses:	Record incidents where regulations are breached.
Users:	Compliance, Gaming Managers
Individuals in Bank:	Employees and/ or Patrons who have breached regulations
Retention & Disposal Period:	Patrons: EVENT + CCY + 7 EVENT = Investigation terminated Employees : EVENT + CFY + 5 EVENT = Investigation completed

Personal Information Bank Title:	Case Management System Investigations (Corporate Investigations owns the investigative portion)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of Investigation
Uses:	Investigations: 1. Lottery 2. Public Complaints 3. Significant Investigations 4. Prize Claims 5. Police Information Requests
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
Retention & Disposal Period:	Depending upon type of investigation: Police Information Requests: CCY+15 Significant Investigations EVENT +CFY+7 EVENT = Investigation completed

	<p>Lottery: EVENT+CFY+7 EVENT = Investigation completed Prize</p> <p>Claims: EVENT+CFY+7 EVENT = Investigation completed or claimant decision made not to pursue/verified</p> <p>Public Complaints: EVENT+CFY+7 EVENT= Investigation terminated</p>
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Personal Information Bank Title:	Investigation Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of Investigation
Uses:	Investigations: 1. Lottery 2. Public Complaints 3. Significant Investigations 4. Prize Claims
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
Retention & Disposal Period:	Depending upon type of investigation: Significant Investigations: EVENT +CFY+7 EVENT = Investigation completed Lottery: EVENT+CFY+7 EVENT = Investigation completed Prize Claims: EVENT+CFY+7 EVENT = Investigation complete or claimant decision made not to pursue/verified Public Complaints: EVENT+CFY+7 EVENT= Investigation terminated

Personal Information Bank Title:	Records required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act
Legal Authority to collect:	<i>Proceeds of Crime (Money Laundering) and Terrorist Financing Act (the Act), 2000</i>
Information Maintained:	Information stipulated by the Act
Uses:	Required by the Act
Users:	Anti-Money Laundering Unit and Gaming staff
Individuals in Bank:	Individuals involved in transactions as described by the Act
Retention & Disposal Period:	CCY+5

Personal Information Bank Title:	Freedom of Information Requests
Legal Authority to collect:	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
Information Maintained:	Name of requester and contact information, correspondence, notes about requests and records related to request.
Uses:	Responding to FOI requests
Users:	Freedom of Information and Privacy Office Staff
Individuals in Bank:	Requesters, individuals whose information is contained in related records.
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

Personal Information Bank Title:	Privacy Complaints
Legal Authority to collect:	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
Information Maintained:	Contact information, correspondence and notes about complaint
Uses:	Respond to privacy complaints
Users:	Information Access and Privacy Services staff
Individuals in Bank:	Complainants
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

Lottery

Description: The Lottery division is responsible for conducting and managing all lottery games. The division conducts market research and uses this information to develop new games and game modifications. The Lottery division also develops and directs advertising, promotions and bonuses to draw attention to new and existing lottery products.

General Records

Advertising Records
 Administrative Records
 Business Development Records
 Cancelled and Adjusted Tickets
 Compliance Master Salesforce List
 Creative Services Records
 Customer Insights and Analytics Status Reports
 Customer Relationship Management System Records
 DC Capacity Reports
 Draws Audit Records
 Distribution Center Inbound/Outbound tracking
 Emergency/Point of Contact Quick Reference Guide
 Family Responsibility Office (FRO) (Prize claim FRO matches)
 Historical Prize Claim Records (COGNOS)
 ID 25 Results
 Internal Communications
 Instant Ticket Destruction Records
 Inventory Tracking Reports
 ITMIR Records (Ticket Transaction Data)
 Lottery Administrative Reports
 Lottery Business Continuity Plans
 Lottery Customer Relationship Management
 Lottery Draw Recordings
 Lottery Draw Operations Records
 Lottery General Rules and Game Conditions
 Lottery Marketing Records
 Lottery Planning Records
 Lottery Risk Management Records
 Lottery Product Design and Development Records
 Lottery Retailer Records for Promotions, Assets and Events
 Lottery Sales Reports
 Lottery Product Inventory Records and Instant Ticket Inventory Transaction Records
 Market Research Records
 Master File of Active Accounts
 Meeting Minutes
 Mystery Shop Results
 OLG Support Centre Quality Performance/Training Records
 ONYX System Records

Policies, Processes and Procedures
Performance Management Reports
Prize Centre Under \$10,000 Prize Claim Files
Prize Centre Web Posting Lists of Prize Winners
Prize Centre Cheque Registers
Prize Centre Major Win Prize Claim Files
Prize Redemption Records (NRS)
Prize Centre Records of Correspondence
Project Management Files
Program Management Records
Promotions and Sponsorship Records
Records of Correspondence
Regulatory Compliance Records
Reference Database Materials
Retailer Agreement
Retailer Compliance Review Results Retailer
Retailer Identification Monitoring Results
Sports Lottery Games Operations and Development Records
Strategy Records
Third Party Vendor – Monthly Blitz Report
Ticket Security Game File (for each game)
Training and Reference Materials
Vendor Management Records
Vendor Meeting Minutes

Manuals

Admin Handbook
Casino Sports Manual
Distribution Operations Manual
Imaging Payment Procedures
Instant Passive Game Coordinator User Manual
Instant Game Removal User Manual Lottery Control Activity Matrix (in effect June 30, 2017)
Lottery Draws Procedure Manual
Lottery Instant Ticket Production Procedure Manual
Lottery Instant Ticket Security Procedure Manual
Lottery Online Gaming – Draws Audit Procedure Manual
Lottery System Manuals
OSC Resource Specialist Handbook
OLG Support Centre Reference Guide
OLG Support Centre Training Manuals
Prize Approval System Procedure Manual
Prize Centre Application
Prize Centre Procedure Manual
Production Analyst Manual
Promotions Procedure Manual
RAMS Manual Cheque Register Procedure Manual
Retailer Policy Manual
Sales Force Procedure Manual
Sr. OSC Data Analyst Handbook

Sr. OSC Systems Consultant Handbook
 Sports Operations Manual
 Team Lead Handbook
 Terminal Messaging System Manual
 Turbo Tables User Manual

Personal Information Banks

Personal Information Bank Title:	Lottery Customer Relationship Management Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to E-marketing to registered customers
Uses:	Managing relationships and communicating with registered customers
Users:	Lottery Services
Individuals in Bank:	Registered customers
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

Personal Information Bank Title:	Customer Relationship Management System Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to OLG Customers, including name and contact information and details regarding customer interactions with OLG. Information related to Retailer interactions with OLG, including enquiries, complaints and offences.
Uses:	Record all aspects of customer/retailer interactions with OLG
Users:	OLG staff who interact with individuals outside the company as well as staff who require records of these interactions
Individuals in Bank:	Prize claimants, employees, retailers, general public
Retention & Disposal Period:	EVENT + CCY + 10 EVENT Inquiry or Complaint

Personal Information Bank Title:	Under \$10,000 Prize Claim Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Document prize claims less than \$10,000
Users:	Prize Claim Staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CFY + 7 EVENT= Verification completed.

Personal Information Bank Title:	Web Posting Lists of Prize Winners
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Prize claimants, place of residence, amount of lottery win, game name, draw date/game number
Uses:	Public accountability
Users:	Public
Individuals in Bank:	Prize claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Lottery Retailer Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Retailer application forms, Lottery Retailer Agreement form, pre-authorized payment forms, AGCO retailer suspension notifications, permission to release forms, insolvency records
Uses:	Maintain contractual records for all lottery retailers
Users:	OLG Support Centre Retail Support
Individuals in Bank:	Lottery retailers
Retention & Disposal Period:	EVENT + CCY + 5 EVENT = agreement with Lottery Retailer expired or terminated

Personal Information Bank Title:	Cheque Registers
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Reconciliation and audit of cheques
Users:	Prize Claim staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CFY + 5 EVENT = Life of Corporation

Personal Information Bank Title:	Major Win Prize Claim Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information and prize claim details
Uses:	Document major win prize, retail and claimant information
Users:	Prize Claim staff, Investigative Services
Individuals in Bank:	Claimants redeeming prize claims \$10,000 or more
Retention & Disposal Period:	EVENT + CCY +3 EVENT = Life of Corporation

Personal Information Bank Title:	Prize Redemption Records (NRS)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Redeem winning tickets, record claimant status, generate prize payments, check for FRO match
Users:	Prize Claim staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Historical Prize Claim Records (COGNOS)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Retain and access Maintain historical information about prize claims \$10,000 or more
Users:	Prize Claim, Media Relations staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Family Responsibility Office (FRO) Prize Claim FRO Matches
Legal Authority to collect:	<i>Family Responsibility and Support Arrears Enforcement Act, 1996</i>
Information Maintained:	Name, address, prize claim details, amount paid to FRO
Uses:	Document details of claimants who have had funds forwarded to the Family Responsibility Office
Users:	Prize Claim staff, OLG Support Centre staff, Investigative Services
Individuals in Bank:	Prize Claimants who owed money to the Family Responsibility Office at the time of the prize claim
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Prize Centre Application
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, prize claim details
Uses:	Redeem winning tickets, record claimant status, generate prize payments
Users:	Prize Claim staff
Individuals in Bank:	Prize Claimants
Retention and Disposal Period:	To be determined.

Office of the President and Chief Executive Officer

Common Records

Correspondence

General Records

Meeting Agendas and Action Items

CEO Priority Files for EC Meetings

Briefing Notes and Biographies

CEO's Report to the Board of Directors (in-camera/confidential reports)

CEO Fiscal Year Corporate Priorities

CEO Speaking Engagements